

Tristan Davis

From: Ellen Plendl
Sent: Thursday, August 6, 2026 9:01 AM
To: Consumer Correspondence
Subject: Docket No 20240068
Attachments: FW: I need your help with an unfair practice; FW: Cross Creek Sewer Rates - Fort Myers;
FW: Excessive Sewer Costs; FW: Flat-rate Sewage Assumptions

See attached customer correspondence for Docket 20240068

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, August 5, 2026 4:40 PM
To: Ellen Plendl
Subject: FW: I need your help with an unfair practice
Attachments: sewage letter.docx

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Ted Hoff <tchoff47@gmail.com>
Sent: Wednesday, August 5, 2026 3:15 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: I need your help with an unfair practice

Please see attached

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, August 5, 2026 4:25 PM
To: Ellen Plendl
Subject: FW: Cross Creek Sewer Rates - Fort Myers

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

-----Original Message-----

From: Linda King <24lmking@gmail.com>
Sent: Wednesday, August 5, 2026 2:02 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Cross Creek Sewer Rates - Fort Myers

Dear Governor DeSantis,

I am a six month resident of Cross Creek of Fort Myers 13130 Cross Creek Blvd. #103, Fort Myers, FL 33912, a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact our environment.

Thank you for your time and service.

Sincerely,

Bob and Linda King

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Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, August 5, 2026 4:23 PM
To: Ellen Plendl
Subject: FW: Excessive Sewer Costs

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Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Todd Lewis <todd@tlsportsent.com>
Sent: Wednesday, August 5, 2026 1:31 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Excessive Sewer Costs

Governor Desantis,

My name is Donald Luzzi. I am a resident of Cross Creek of Fort Myers. I reside at 13021 Cross Creek Boulevard, Unit 45. This is a community of 905 households, the majority of whom are retired.

Our master board has informed us that in 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. This is far below our actual usage, as certified by Lee County Utilities. Per unit average is only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level, yet they still applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's **largest expense and is more than six times higher than our average monthly water bill.**

Our board negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year but were informed by the PSC that **Florida law does not permit us to make this switch.**

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-

rate sewage assumptions and ensure that rates fairly reflect actual community usage. This is especially important for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most environmentally friendly users and promote waste.

I would appreciate your thoughts on this unfair situation and how you can assist with rectifying this important issue.

Regards,
Donald (Todd) Luzzi

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Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, August 5, 2026 4:14 PM
To: Ellen Plendl
Subject: FW: Flat-rate Sewage Assumptions

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Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: xcalibur4@aol.com <xcalibur4@aol.com>
Sent: Wednesday, August 5, 2026 9:04 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Flat-rate Sewage Assumptions

Dear **Governor Ron DeSantis**,

I am a resident of Cross Creek of Fort Myers 13131 Cross Creek Blvd, Unit 108, Fort Myers, FL 33912), a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for

low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact our environment.

Thank you for your time and service.

Sincerely,

D B Hope Jr

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